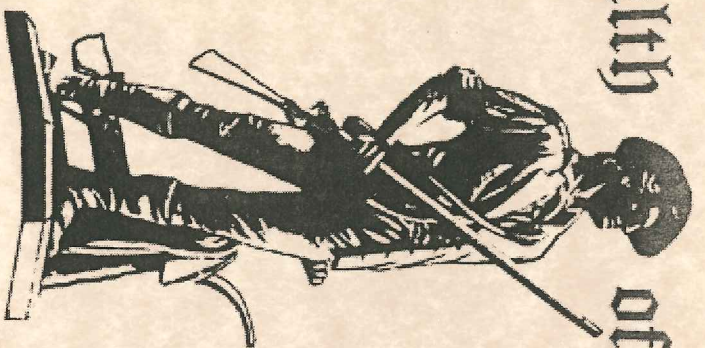


Commonwealth of Massachusetts



A Proclamation

His Excellency Governor Deval M. Patrick

- Whereas** Hospital Telephone Operators are typically the first voice patients and families hear when they call a hospital; and
- Whereas** The caring and compassionate responses help callers find and get through to the appropriate person or department; and
- Whereas** Serving in settings ranging from small offices to large call-centers, Hospital Telephone Operators provide support to patients, families and hospital staff which facilitates patient care services; and
- Whereas** This week we ask the residents of the Commonwealth to recognize the important contributions of Hospital Telephone Operators providing a friendly and knowledgeable voice in the care of patients and their families; and
- Whereas** Serving as a crucial link between physicians, hospital personnel, patients and visitors, Hospital Telephone Operators ensure a communications network that is essential to the delivery of quality health care,

**Now, Therefore, I, Deval M. Patrick, Governor of the Commonwealth of Massachusetts, do hereby proclaim November 5<sup>th</sup> to 11<sup>th</sup> 2012 to be,**

**HOSPITAL TELEPHONE OPERATORS WEEK**

And urge all the citizens of the Commonwealth to take cognizance of this event and participate fittingly in its observance.

Given at the Executive Chamber in Boston, this twenty second day of October, in the year two thousand and twelve, and of the Independence of the United States of America, the two hundred and thirty-sixth.

By His Excellency

DEVAL L. PATRICK  
GOVERNOR OF THE COMMONWEALTH



WILLIAM FRANCIS GALVIN  
SECRETARY OF THE COMMONWEALTH